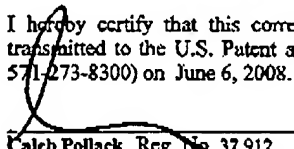


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Regarding the following Application:

Applicant(s): SILBERSTEIN, Assaf

Examiner: LONG, FONYA M

Serial No./ 10/628,833

Group Art Unit: 3689

Patent No.:

Filed/ July 28, 2003

Attorney Docket No.: P-70999-US

Issue Date:

Title: SYSTEM ARCHITECTURE AND A METHOD FOR CUSTOMER FLOW  
MANAGEMENT

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